

Enterprise Incident Report October 2011

As of 11/1/2011

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Insurance	3	123	126
	2	102	104
Customer Company Total	3	123	126
	2	102	104

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents			
Bottom Number - Missed Inital Response			
Customer Company	High	Low	MIR Total
Insurance	3	123	126
	0	21	21
Customer Company Total	3	123	126
	0	21	21

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents		
	Bottom Number -Average time in hours		
	High	Low	ATTIR Total
Insurance	3 0.09	123 1.23	126 1.20
Customer Company Total	3 0.09	123 1.23	126 1.20

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Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	High	Low	MR Total
Insurance	30	1239	1269
Customer Company Total	30	1239	1269

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Average time in hours		
	High	Low	ATTR Total
Insurance	3 0.12	123 4.57	126 4.47
Customer Company Total	3 0.12	123 4.57	126 4.47

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Detail

INC000000375187	Doyle Christensen Project Management	None John Angus	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 305.34
INC000000380748	Dwight G Christensen Help Desk	Mobile Devices Eileen Dubach	None Insurance	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000381686	Sandy Glaze Application Support	Application Carl Meek	Error Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.45 5.63
INC000000390086	Terisa Anderson Capitol Desktop Support	Network Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.39
INC000000390388	Sandy Glaze Application Support	Application Sam Howlett	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	39.88 39.88
INC000000390628	Sandy Glaze Application Support	Application Sam Howlett	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	20.19 20.19
INC000000390874	Sandy Glaze Application Support	Application Sam Howlett	Reporting Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	34.82 34.82
INC000000391769	Betsy Jerome Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Toner/Fuser/Ink Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 1.39
INC000000391869	Nancy Askerlund Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391872	Ramona Goodwin Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391877	Suzette D Green-Wright Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391908	Clarissa Crisp Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391963	David Snowball Voice Operations	Telecom Romanza Hamblin	Voice Mail Insurance	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.14
INC000000392038	Michael Covington Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392052	Joyce Maher Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392076	Marilyn Thorstensen Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000392315	Linda Hardy Capitol Desktop Support	Application Paul Ross	Password Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 1.07
INC000000392335	David Gaines Capitol Desktop Support	Application Paul Ross	Password Insurance	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 2.55
INC000000392371	Tanji Northrup Application Services	Application Martin Gonzalez	None Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.48
INC000000392387	Silmara Charlesworth Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Error Code Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 2.17
INC000000392421	Luanne Winters Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 2.49
INC000000392580	Michelle M White Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392757	David Gaines Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392809	Brad Tibbitts Help Desk	Application Vicky Marrelli	Password Insurance	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392960	Dwight G Christensen Help Desk	Mobile Devices Eileen Dubach	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000392977	Linda Hardy Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.74
INC000000393255	Adam Martin Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.66 6.46
INC000000393304	William Stimpson Capitol Desktop Support	Application Paul Ross	Password Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.39 3.52
INC000000393405	Luanne Winters Voice Operations	Telecom Romanza Hamblin	Voice Mail Insurance	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.41
INC000000393552	Lorry Herrera Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393553	Dwight G Christensen Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393554	Ramona Goodwin Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393652	Terisa Anderson Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 2.29

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INC000000393706	Jaimee George	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393714	Gail Fielding	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393720	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393820	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Fahim Gilani	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394173	Steven B Price	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.32
INC000000394545	Jilene Whitby	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000394800	Meldee Love	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000394996	Terisa Anderson	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	John Robinson	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395112	William Stimpson	None	None	None		TIR Missed:	No	TIR:	0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.45
INC000000395339	Mary Dy	None	None	None		TIR Missed:	No	TIR:	0.18
	Help Desk	Brenda Treadway	Insurance	High	Closed	TTR Missed:	No	TTR:	0.18
INC000000395369	Mary Dy	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Fahim Gilani	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395632	Mark Kleinfeld	Network	Error	None		TIR Missed:	No	TIR:	0.78
	Capitol Desktop Support	Michael Hussey	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.78
INC000000395928	Kris Redmond	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395980	Linda Hardy	Application	Password	SIRCON Commercial		TIR Missed:	No	TIR:	0.76
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.76
INC000000396210	William Stimpson	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396213	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396220	Terisa Anderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000396290	Allen Hart	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.92
INC000000396325	Richard Grieser	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.47
INC000000396459	Gail Fielding	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396461	Marilyn Thorstensen	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396890	Jilene Whitby	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.94
INC000000396891	Nancy Askerlund	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000397112	Dwight G Christensen	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.51
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.20
INC000000397120	Silmara Charlesworth	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.52
	Voice Operations	Gail Christiansen	Insurance	Low	Closed	TTR Missed: No	TTR: 0.52
INC000000397257	Laura Shepherd	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 2.39
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 3.35
INC000000397427	Sandra Halladay	Application	Error	None		TIR Missed: Yes	TIR: 1.95
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 2.32
INC000000397598	Paul Anderton	None	None	None		TIR Missed: Yes	TIR: 1.47
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	TTR: 1.68
INC000000397852	Carolyn Maynard	Application	Error	Citrix ICA Client		TIR Missed: No	TIR: 0.21
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000397883	Luanne Winters	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.38
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 4.77
INC000000397921	Eric Showgren	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.70
INC000000397987	Carrie Monnier	Network	Incident	None		TIR Missed: No	TIR: 0.90
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.74
INC000000398002	Linda Hardy	Application	Error	None		TIR Missed: No	TIR: 0.75
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.13
INC000000398111	Linda Hardy	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000398115	William Stimpson	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000398377	Dan Applegarth	Application	Error	Citrix ICA Client		TIR Missed: Yes	TIR: 1.59
Application Services	Ken Ainge	Insurance	Low	Closed	TTR Missed: No	TTR: 1.59	
INC000000398545	Jilene Whitby	Application	Reporting	None		TIR Missed: No	TIR: 0.46
Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	TTR: 1.23	
INC000000399039	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.44
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 2.08	
INC000000399086	Brad Tibbitts	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.14
Application Services	Martin Gonzalez	Insurance	Low	Closed	TTR Missed: No	TTR: 0.95	
INC000000399221	Aaron Phillips	None	None	None		TIR Missed: Yes	TIR: 2.31
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 3.80	
INC000000399355	Eric Showgren	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000399360	Eric Showgren	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000399374	Paul Anderton	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000399981	Dwight G Christensen	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000400103	Linda Hardy	Application	Password	PGP		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000400125	Jeff Hawley	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000400372	Neal Gooch	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	High	Resolved	TTR Missed: No	TTR: 0.00	
INC000000400634	Diane Perucca	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000400701	Diane Perucca	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000400966	Ramona Goodwin	Application	Error	None		TIR Missed: No	TIR: 0.14
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.20	
INC000000401193	Luanne Winters	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	

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INC000000401410	Diane Perucca	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000401635	Travis Wegkamp	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403056	Sandy Glaze	Application	None	None		TIR Missed: No	TIR: 0.15
	Application Support	Carl Meek	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000403243	Travis Wegkamp	None	None	None		TIR Missed: Yes	TIR: 3.11
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 21.48
INC000000403437	Mary Dy	Billing	None	None		TIR Missed: Yes	TIR: 2.06
	Billing	Sara Brown	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.21
INC000000403438	Malis Rasmussen	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.31
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.53
INC000000403721	Marilyn Thorstensen	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403735	Linda Hardy	Network	Password	PGP		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403742	Connie Nowland	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403803	Jaimee George	Application	Password	None		TIR Missed: No	TIR: 0.10
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000403838	Paul Anderton	Application	None	Novell Messenger		TIR Missed: Yes	TIR: 4.07
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 6.16
INC000000403851	Paul Anderton	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403856	Marilyn Thorstensen	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403897	Linda Hardy	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403951	Shane Sadler	Application	Error	Citrix ICA Client		TIR Missed: Yes	TIR: 3.10
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 26.77
INC000000404005	Brent Oscarson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000404030	Hermoliva Abejar	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 1.13
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.88

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INC000000404177	Aaron Phillips	None	None	Citrix ICA Client		TIR Missed: Yes	TIR:	1.09
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: No	TTR:	4.15
INC000000404260	Colette Sawyer	Application	Reporting	Citrix ICA Client		TIR Missed: No	TIR:	0.86
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: Yes	TTR:	10.03
INC000000404742	Steven B Price	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404755	Jilene Whitby	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404761	Jaimee George	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404950	Colette Sawyer	None	None	None		TIR Missed: Yes	TIR:	2.18
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: No	TTR:	3.47
INC000000405433	Sandy Glaze	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support	None	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000405491	Diane Perucca	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000405497	Linda Hardy	None	None	None		TIR Missed: No	TIR:	0.21
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000405611	Grace Reinhart	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000405613	Travis Wegkamp	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.28
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000405636	Clarissa Crisp	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.18
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000405917	Heidi Petermann	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.27
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000405967	Carrie Monnier	None	None	None		TIR Missed: Yes	TIR:	1.70
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.31
INC000000406293	Doyle Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000406355	Mark Kleinfeld	Application	Error	None		TIR Missed: Yes	TIR:	1.62
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.19
INC000000406605	Teresa Trusty	None	None	None		TIR Missed: No	TIR:	0.17
	Metro A Help Desk	Cindy Schroeder	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.17

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Insurance

INC000000406629	Laura Shepherd	Application	Error	TeamMate Audit System	TIR Missed: No	TIR: 0.81
	Application Services	Tony Larsen	Insurance	Low Resolved	TTR Missed: No	TTR: 3.03
INC000000406827	Eric Showgren	None	None	None	TIR Missed: No	TIR: 0.22
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR: 1.33
INC000000406886	Lorry Herrera	Network	Error	None	TIR Missed: No	TIR: 0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR: 0.20
INC000000407001	Grace Reinhart	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.14
	Voice Operations	Romanza Hamblin	Insurance	Low Resolved	TTR Missed: No	TTR: 0.17
INC000000407013	Carrie Monnier	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.47
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR: 0.93
INC000000407038	David Flores	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.70
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR: 0.99
INC000000407180	Paul Anderton	Application	None	PGP	TIR Missed: No	TIR: 0.36
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR: 0.36
INC000000407523	David A Stauffer	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR: 0.08
	Voice Operations	Romanza Hamblin	Insurance	High Resolved	TTR Missed: No	TTR: 0.19